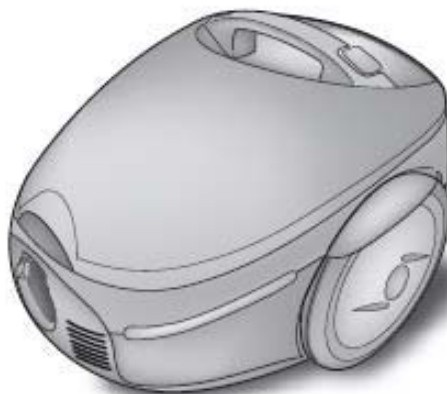


# Service Manual

Vacuum Cleaner  
**MC-3920**



## SPECIFICATIONS

|                    |                                                                             |        |        |        |
|--------------------|-----------------------------------------------------------------------------|--------|--------|--------|
| Model              | MC-3920                                                                     |        |        |        |
| Power Source       | AC110V~120V                                                                 | AC220V | AC230V | AC240V |
| Motor Power Max.   | 1500W                                                                       |        |        |        |
| Air Power          | Paper : 350W                                                                |        |        |        |
| Dust Capacity      | Paper : 400g                                                                |        |        |        |
| Cord Length        | 5m                                                                          |        |        |        |
| Weight (Main Body) | 3.5kg                                                                       |        |        |        |
| Dimensions (WxLxH) | 255mm x 296mm x 250mm                                                       |        |        |        |
| Attachments        | Floor Nozzle, Crevice Tool, Hose, Extension Wand, Curve Wand, Dusting Brush |        |        |        |

### WARNING

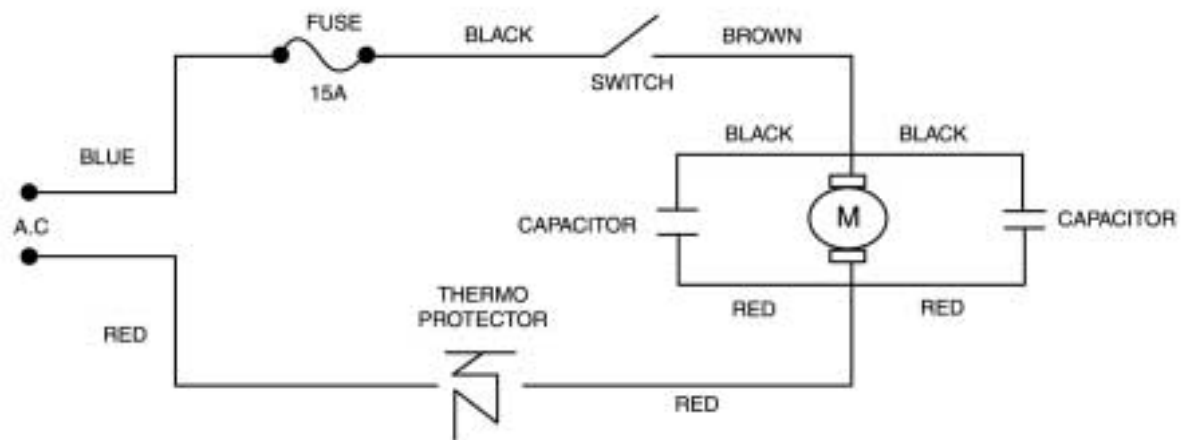
This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

# Panasonic

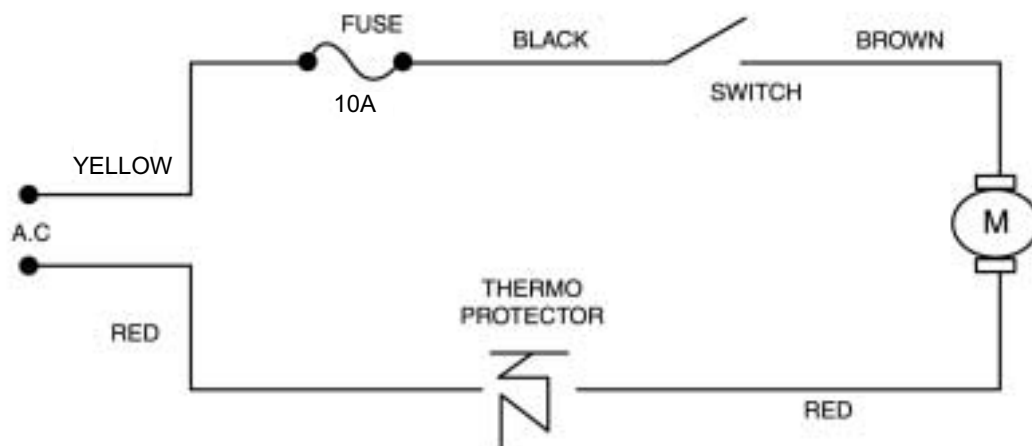
© 2005 Matsushita Electric Co., (M) Bhd. All rights reserved. Unauthorized copying and distribution is a violation of law. (Company No. 6100K)

# SCHEMATIC DIAGRAM

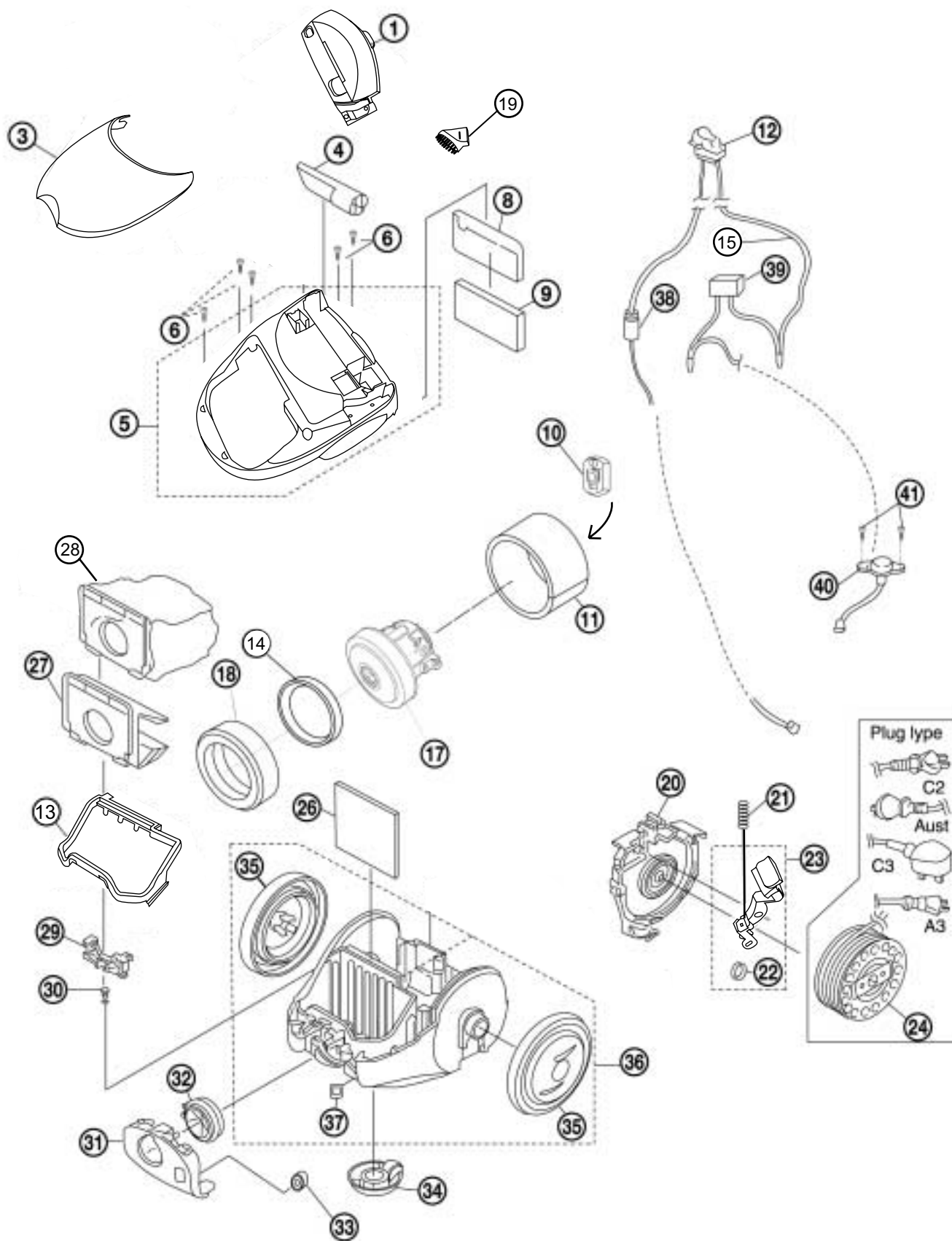
AC110V 50Hz/60Hz (TAIWAN)



AC220V,AC230V,AC240V 50Hz/60Hz  
(GENERAL WITH FUSE ONLY)



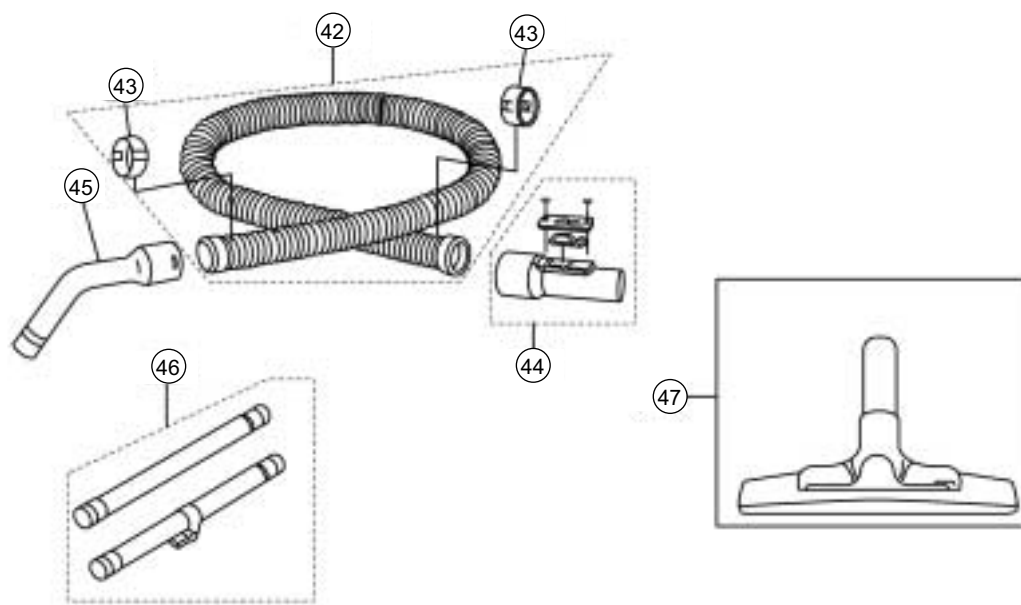
# EXPLODED VIEW



# REPLACEMENT PARTS LIST

| Ref No. | Part Name                  | Part No.     | Qty | Remarks                                                                   |
|---------|----------------------------|--------------|-----|---------------------------------------------------------------------------|
| 1       | Handle                     | YMC01BYX0LG0 | 1   | Grey                                                                      |
| 2       |                            |              |     |                                                                           |
| 3       | Dust Cover Unit            | YMC92LYX0LG0 | 1   | Lime Green                                                                |
| (3)     | Dust Cover Unit            | YMC92LYX0AB0 | 1   | Aqua Blue                                                                 |
| 4       | Crevice Tool               | YMC60RCM400  | 1   |                                                                           |
| 5       | Upper Body                 | YMC02AYX000  | 1   |                                                                           |
| 6       | Tapping Screw              | XTN4+20BFY   | 5   |                                                                           |
| 7       | Tapping Screw              | XTN4+16BFY   | 4   |                                                                           |
| 8       | Antibacteria Filter        | YMC30LYX000  | 1   |                                                                           |
| 9       | Exhaust Packing            | YMC60LYX000  | 1   |                                                                           |
| 10      | Motor Support Rubber Rear  | YMC03FTX000  | 1   |                                                                           |
| 11      | Noise Suppressor Unit      | YMC99GMW100  | 1   |                                                                           |
| 12      | Main Switch                | YMC98EYX00T  | 1   | Taiwan                                                                    |
| (12)    | Main Switch                | YMC98EYX000  | 1   | Others                                                                    |
| 13      | Dust Cover Packing         | YMC66KYX000  | 1   |                                                                           |
| 14      | Motor Case Rubber          | YMC14FTX000  | 1   |                                                                           |
| 15      | Lead Wire A unit           | YMC67VYX00T  | 1   | Taiwan                                                                    |
| (15)    | Lead Wire A unit           | YMC67VYX000  | 1   | Others                                                                    |
| 16      |                            |              |     |                                                                           |
| 17      | Motor Unit (LG)            | YMC92FTX00A  | 1   | AC120V 1401LG                                                             |
| (17)    | Motor Unit (LG)            | YMC92FTX00B  | 1   | AC220 1402LG                                                              |
| (17)    | Motor Unit (LG)            | YMC92FTX00C  | 1   | AC220-240V 1404LG                                                         |
| 18      | Motor Support Rubber Front | YMC02FQU000  | 1   |                                                                           |
| 19      | Dusting Brush Unit         | YMC88RYX0V0  | 1   |                                                                           |
| 20      | Body Partition Unit        | YMC96AYX000  | 1   |                                                                           |
| 21      | Spring                     | YMC71NJW000  | 1   |                                                                           |
| 22      | Brake Unit                 | YMC93N6K000  | 1   |                                                                           |
| 23      | Brake Lever Unit           | YMC94NYX000  | 1   |                                                                           |
| 24      | Cord Reel Ass'y            | YMC99NYX00A  | 1   | (A2) Plug - 0.75mm <sup>2</sup> Philippines,Thailand                      |
| (24)    | Cord Reel Ass'y            | YMC99NYX00B  | 1   | (C2/B2) Plug - 0.75mm <sup>2</sup> Qatar,Indonesia,UAE,Kuwait,Oman,S'pore |
| (24)    | Cord Reel Ass'y            | YMC99NYX00H  | 1   | (C3) Plug - 0.75mm <sup>2</sup> Hong Kong1                                |
| (24)    | Cord Reel Ass'y            | YMC99NYX10R  | 1   | (A2) Plug - 0.75mm <sup>2</sup> China,Hong Kong2                          |
| (24)    | Cord Reel Ass'y            | YMC99NYX00S  | 1   | (C3) Plug - 0.75mm <sup>2</sup> S'pore1, Brunei                           |
| (24)    | Cord Reel Ass'y            | YMC99NYX00V  | 1   | (C3) Plug - 0.75mm <sup>2</sup> Malaysia                                  |
| (24)    | Cord Reel Ass'y            | YMC99NYX00T  | 1   | (A3) Plug - 1.25mm <sup>2</sup> Taiwan                                    |
| (24)    | Cord Reel Ass'y            | YMC99NYX000  | 1   | (BF) Plug - 1.00mm <sup>2</sup> Kuwait                                    |
| 25      |                            |              |     |                                                                           |
| 26      | Filter                     | YMC30KYX000  | 1   |                                                                           |
| 27      | Paper Bag                  | YMC16KYX000  | 1   |                                                                           |
| 28      | Cloth                      | YMC99KGU000  | 1   |                                                                           |
| 29      | Bag Clamper                | YMC23KLE100  | 1   |                                                                           |
| 30      | Bag Clamper Spring         | YMC46HFF000  | 1   |                                                                           |
| 31      | Front Cover                | YMC01HMK0VA  | 1   | Gray                                                                      |
| 32      | Valve Gromet               | YMC50KQA100  | 1   |                                                                           |
| 33      | Air Protector Unit         | YMC97KQU000  | 1   |                                                                           |
| 34      | Caster Unit                | YMC95C7K1H0  | 1   |                                                                           |
| 35      | Wheel                      | YMC01CLE0V0  | 2   | D.Gray                                                                    |
| 36      | Lower Body                 | YMC03AQU1V0  | 1   |                                                                           |
| 37      | Tight Packing              | YMC81AYX000  | 1   | for Cloth bag only                                                        |
| 38      | Fuse Unit                  | YMC97WYX000  | 1   | 10A Others                                                                |
| (38)    | Fuse Unit                  | YMC97WYX00T  | 1   | 15A Taiwan                                                                |
| 39      | Capacitor                  | YMC46FSG000  | 2   | Taiwan only                                                               |
| 40      | Thermo Protector           | YMC20WYX000  | 1   |                                                                           |
| 41      | Tapping Screw              | XTN3+10GFY   | 2   |                                                                           |

## ATTACHMENT EXPLODED VIEW



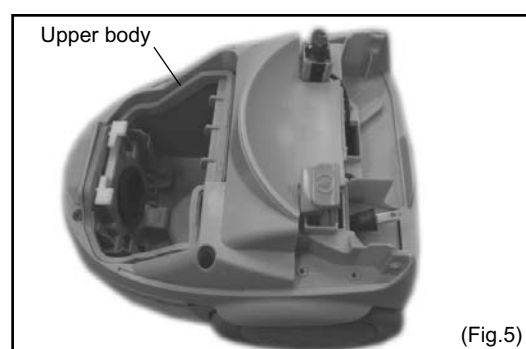
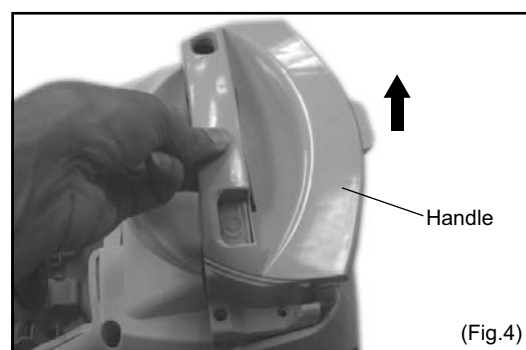
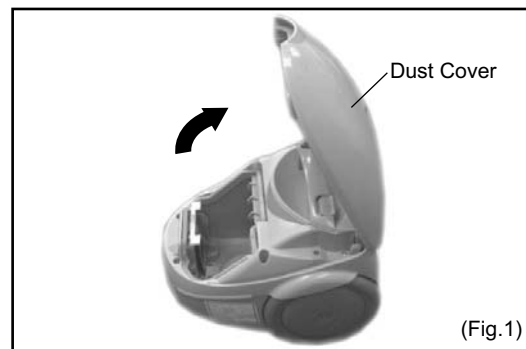
## ATTACHMENT PARTS LIST

| Ref No. | Part Name             | Part No.    | Qty | Remarks  |
|---------|-----------------------|-------------|-----|----------|
| 42      | Hose Assembly         | YMC94PQV000 | 1   |          |
| 43      | Hose Supporter        | YMC24P0R000 | 2   |          |
| 44      | Connection Pipe Ass'y | YMC92PJD1V0 | 1   |          |
| 45      | Curved Wand           | YMC30P0R2V0 | 1   |          |
| 46      | Extension Wand Ass'y  | YMC99PYX000 | 1   |          |
| 47      | Floor Nozzle Assembly | YMC99R6L000 | 1   | Malaysia |
| (47)    | Floor Nozzle Assembly | YMC99RQV000 | 1   | Others   |

## Upper and Lower Body

### Removing:

- 1) Open the dust cover (Fig.1)
- 2) Unlock the hook to lift up the dust cover (Fig.2)
- 3) Remove 6 screws from the front side of the body (Fig.3)
- 4) Lift the handle (Fig.4)
- 5) Lift the the upper body (Fig.5)



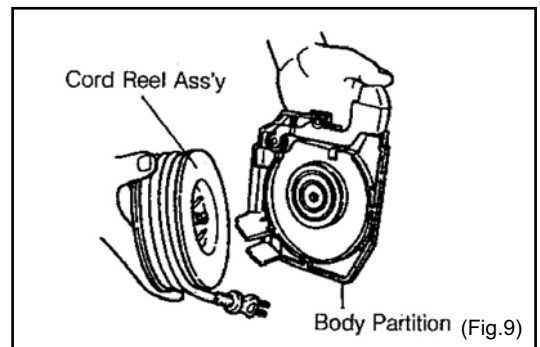
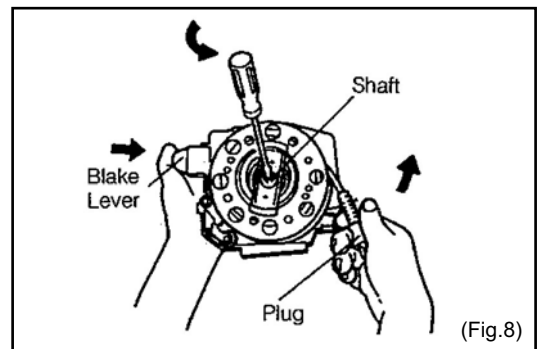
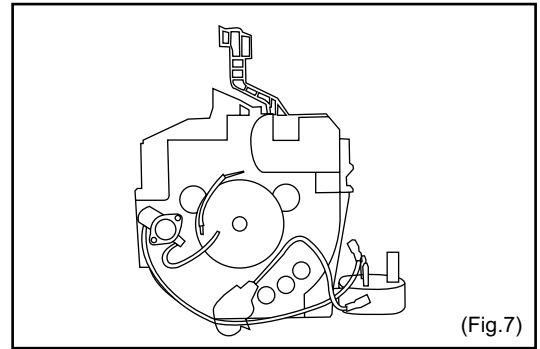
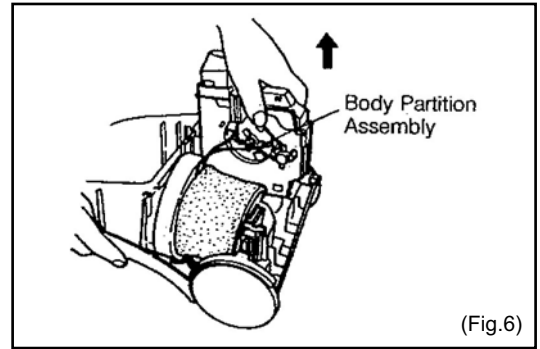
## Body partition, Cord Reel Assembly

### Removing:

- 1) Remove the body partition assembly from the lower body (Fig.6)
- 2) Remove the fuse, thermal protector, and lead wires (Fig.7)
- 3) Press the brake lever and release the pre-winding while holding the plug.  
After the pre-winding is completely released, turn the shaft with a flat-blade screwdriver (Fig.8)
- 4) Separate the cord reel ass'y and the body partition (Fig.9)

### Assembling

- 1) Place the shaft of the cord reel in the body partition and rewind the cord clockwise (4 times) holding the plug.
- 2) Install the fuse, thermal protector, and lead wires.
- 3) Set the body partition and the cord reel ass'y in place in the lower body.



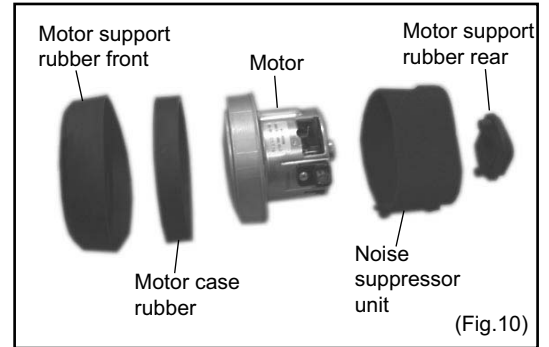
## Motor

### Removing:

- 1) Detach the body partition and the cord reel ass'y.
- 2) Remove the motor.
- 3) Take out the noise suppresser, motor support rubber, lead wires, and motor support (Fig.10)

### Assembling

- 1) Install the lead wires, motor support rubber, and noise suppresser to the motor.
- 2) Set the motor in place in the lower body.
- 3) Install the body partition and the cord reel ass'y.



## REPAIR OF MAIN PARTS

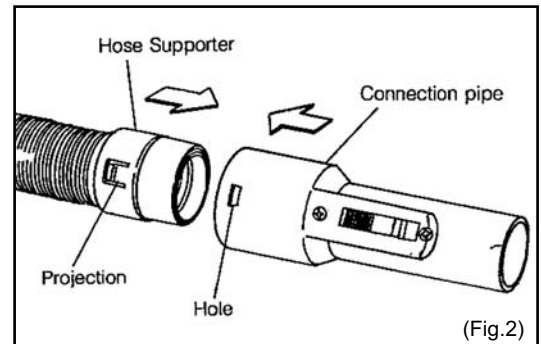
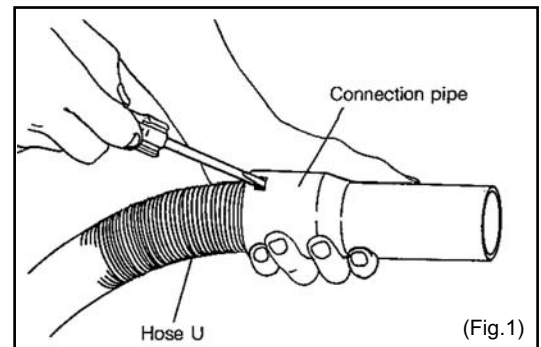
### Connection Pipe, Hose

#### Removing:

- 1) Disconnect the hose U by depressing the projection in the hole on each side of the connection pipe (Fig. 1)

#### Assembling

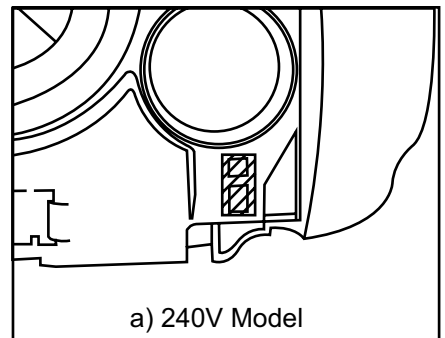
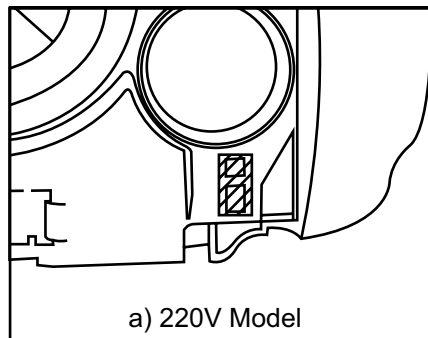
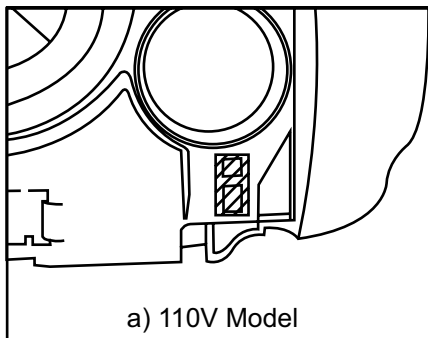
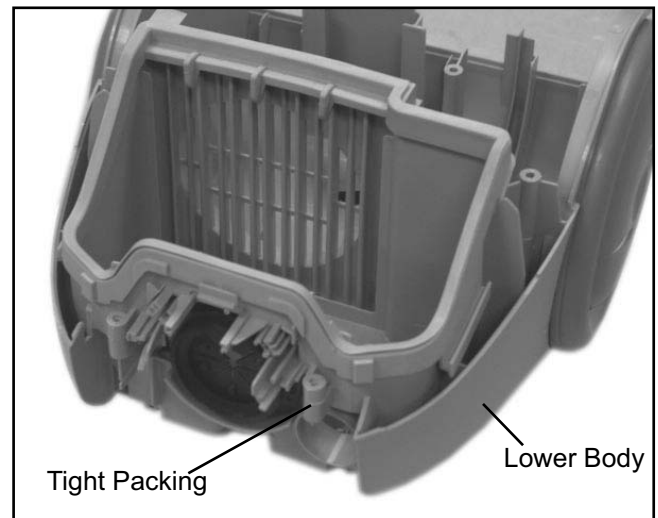
- 1) Slide the projection on the hose supporter of the hose into the holes on either side of the connection pipe (Fig. 2)



## REPAIR OF MAIN PARTS

The location of the tight packing at the front of the lower body varies depending on the country in which the vacuum cleaner is sold.

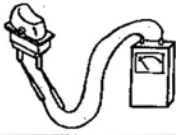
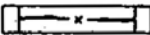
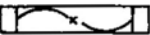
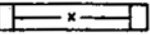
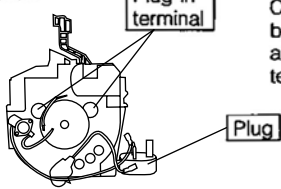
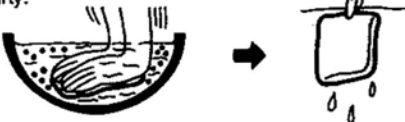
Check the lower body in advance for the location before replacing.



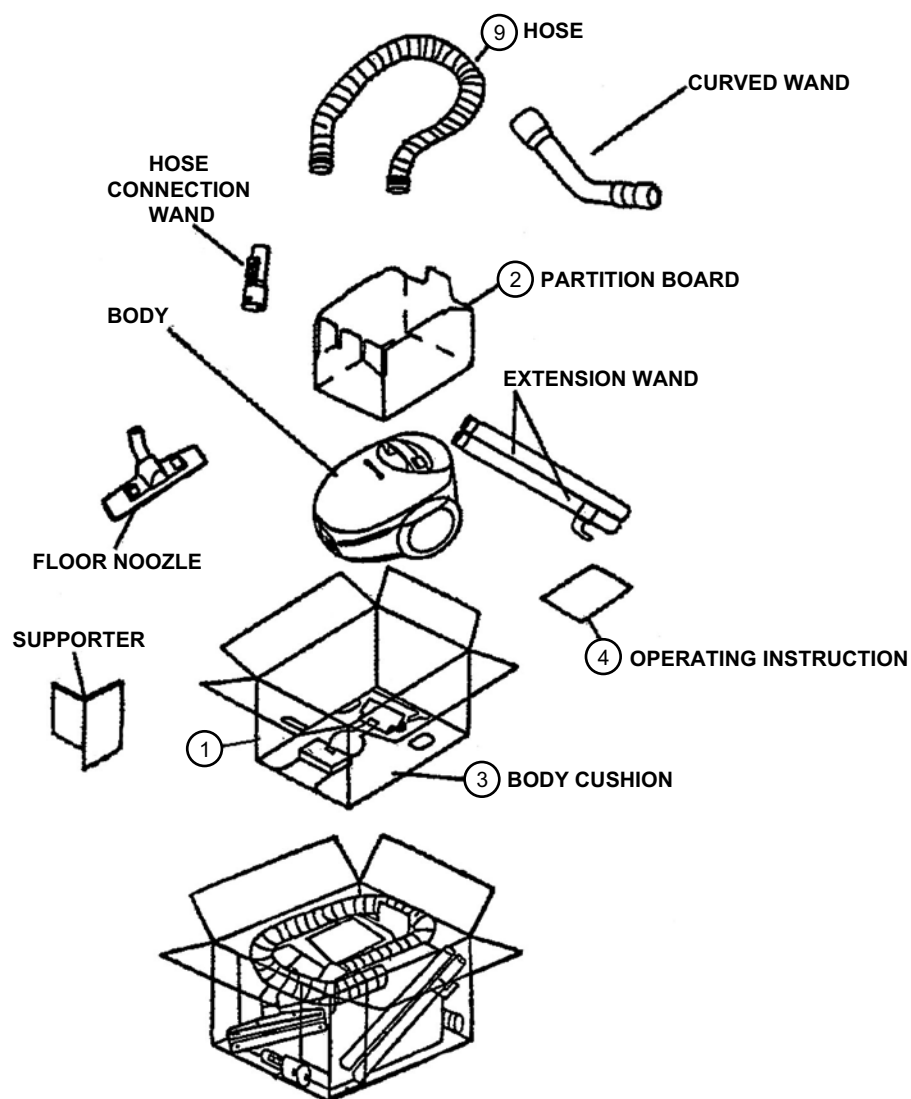
# TROUBLE SHOOTING CHART

Numbers in circles indicate checking sequence.

| Symptoms                                                     | Check position | Component Checklist | Body          |      |           |       | Dust Bag | Filter | Hose | Page Reference |
|--------------------------------------------------------------|----------------|---------------------|---------------|------|-----------|-------|----------|--------|------|----------------|
|                                                              |                |                     | ON/OFF Switch | Fuse | Cord Reel | Motor |          |        |      |                |
|                                                              |                |                     |               |      |           |       |          |        |      |                |
| Check Code                                                   | A              | B                   | C             | D    |           | E     | F        | G      |      |                |
| 1. Motor dose not operate when the ON/OFF switch is pressed. | ①              | ②                   | ③             | ④    |           |       |          |        | P12  |                |
| 2. Weak suction.                                             |                |                     |               |      |           | ①     | ②        | ③      | P12  |                |

| Trouble shooting guide |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                     |
|------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Code                   | Component checklist | How to examine Components                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Remedy                                              |
| A                      | ON/OFF Switch       | <ul style="list-style-type: none"> <li>Check whether the ON/OFF switch will carry a current.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Replace the ON/OFF switch.                          |
| B                      | Fuse                | <ul style="list-style-type: none"> <li>Check if fuse is blown. <ul style="list-style-type: none"> <li>Blown due to insulation deterioration.....<br/>  Defective motor insulation</li> <li>Blown due to expiry of fuse life...Fuse life<br/> </li> <li>Instantaneous melting due to overcurrent.....<br/>  Motor locked; overcurrent applied; incorrect wiring</li> </ul> </li> </ul> | Replace fuse after trouble source has been removed. |
| C                      | Cord Reel Ass'y     | <ul style="list-style-type: none"> <li>To check the cord connection</li> </ul>  <p>Plug-in terminal</p> <p>Plug</p> <p>Check the current between the plug and the plug-in terminal.</p>                                                                                                                                                                                                                                                                                                                                                                    | Replace the cord reel ass'y.                        |
| D                      | Motor               | <ul style="list-style-type: none"> <li>Check continuity between both motor terminals. Check for breaks in the coil and examine the carbon brushes.</li> <li>Check for motor burn out due to shorts in the coil or commutators.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      | Replace motor or replace carbon brush.              |
| E                      | Dust Bag            | <ul style="list-style-type: none"> <li>Check if the dust bag is full or clogged with sand or dirt.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Replace dust bag.                                   |
| F                      | Dust Filters        | <ul style="list-style-type: none"> <li>Check if the dust filter is dirty.</li> </ul> <p>Lightly Press The Filter To Wash<br/>Wash In Water</p>                                                                                                                                                                                                                                                                                                                                                                                                             | Wash in water or replace filter.                    |
| G                      | Hose                | <ul style="list-style-type: none"> <li>Check if the hose is blocked with dirt. Drop &amp; button or other small object down one end of the hose and check if it comes out of the other end.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                         | Unblock hose.                                       |

# PACKING INSTRUCTION



## PACKING LIST

| Ref No. | Part Name        | Part No.    | Qty | Remarks       |
|---------|------------------|-------------|-----|---------------|
| 1       | Carton Box       | YMC61ZYX000 | 1   | Others        |
| (1)     | Carton Box       | YMC61ZYX00V | 1   | Malaysia      |
| (1)     | Carton Box       | YMC61ZYX004 | 1   | M.East/Africa |
| 2       | Partition Board  | YMC46ZQA000 | 1   |               |
| 3       | Body Cushion     | YMC71ZQA000 | 1   |               |
| 4       | Instruction Book | YMC01ZYX000 | 1   | Others        |
| (4)     | Instruction Book | YMC01ZYX00B | 1   | Thailand      |
| (4)     | Instruction Book | YMC01ZYX004 | 1   | Middle East   |
| (4)     | Instruction Book | YMC01ZYX00V | 1   | Malaysia      |
| 5       |                  |             |     |               |